Amendments to the Specification:

Please amend paragraph 36 of the specification as follows:

[0036] Information about reusable resources 185 includes information about the availability of tools and other physical resources that are needed to perform a service. When service that requires a particular tool is completed, the tool used in performing the service becomes available for use in performing a subsequent service (as opposed to a spare part that is not available for use in performing a subsequent service). In a broad sense, one type of a tool is a service bay or another type of work area. A service bay includes a place in a service provider's facility where service technicians perform work on equipment. Typically, a service bay is used to perform service on large pieces of equipment, such as an automobile, a truck, a crane, a roller, a bulldozer, a tractor or another type of construction equipment. Examples of types of service bays include a repair bay where repairs to equipment are performed, a washing bay where equipment is washed, and an inspection bay where inspection and, perhaps, small repairs are performed. Information about reusable resources 185 may include information about tools that are provided by different sources. For example, reusable resources 185 may include information about a tool that is rented by the service provider, a tool provided by a customer, a tool held in a central location by the service provider, or a tool that is held by a particular service technician. In some implementations, a particular tool may be associated with a particular service technician in reusable resources 185. Some implementations may categorize tools for which information is included in reusable resources 185. The categorization of tools may be based on, for example,

whether the tool is a rented, held centrally, or associated with a service technician. In addition, the scheduling repository 150 can also store assignments 190.

Please amend paragraph 56 of the specification as follows:

[0056] The second-level task 332 shows resources required to perform the task 332. The task 332 identifies that a human resource 337 with mechanic skills 336, a re-usable resource 338 of a particular type of toolkit (here, "Toolkit A"), and a work area 339 (here, a "Bay") are required to perform the task 332. The required human resource 337 is more specifically identified as needing mechanic skills of a particular level (here, "Medium") and a particular certification (here, "Certificate 0815").

Please amend paragraph 57 of the specification as follows:

[0057] Referring again to FIG. 2, the processor may check the availability of a spare part required in the service order (step 240). To do so, the processor may determine whether a required spare part is in the inventory of the service provider. For example, the processor may access non-reusable resource ~~180~~ information in the scheduling repository 150 in FIG. 1. In some implementations, the processor may query an external system, such as an inventory management system, a supply chain management system, or another type of logistics system, to determine whether a required spare part is available and, if not, a date on which the spare part is to be available.

Please amend paragraph 89 of the specification as follows:

[0089] For each task in the hot list, the following information is displayed: the service order number 625 of the service order to which the task applies, the task description 630, the start date 635, the start time 640, the end date 645, the end time 650, the duration 655, the duration units 660 (such as hours, days, or weeks), and the customer name 670 for which service is being performed.

Please amend paragraph 91 of the specification as follows:

[0091] Referring to FIG. 7, an example of a user interface that is displayed to a user who is scheduling resources or otherwise planning the execution of work for service orders will now be discussed in detail. The planning user interface also may be referred to a planning board. The planning board 700 consists of a chart 710 identifying the resources 720 for which the user is responsible. Each resource is represented by a row 721-732. States of resources are indicated by different colored / shaded bars 750, 751, 752, 754, 756, 745, 765, 760, 765. Different types of resources are presented in the planning board 700. More specifically, human resources 721-723 and 730-732, work areas 724-727, and tools 728-729 are shown. In some implementations, different resource types may be shown on the planning board using different colors and/or descriptive text such that the different resource types may be distinguishable from one another.

Please amend paragraph 108 of the specification as follows:

[0108] The hot list 820 is a non-hierarchical (or flat) list with different views of open

service order items for which the resource planner is responsible, as described previously in FIG. 6. In some cases, the hot list 820 may be a filtered view of the complete work list 810. The records shown in the hot list 820 are filtered based on the criteria identified in 825 ~~835~~.

Please amend paragraph 109 of the specification as follows:

[0109] The alert monitor 830 is a window of the monitoring using interface 800. The alert monitor 830 ~~820~~ displays a list of alerts ~~835~~. Each alert in the list ~~835~~ includes a symbol indicating the seriousness of the alert 836, an alert type 837, and an alert description 838. An alert may be associated with a service order, a task, a resource, or an assignment. The resource planner may navigate directly from an alert in the list ~~835~~ to the corresponding item (that is, the service order, task, resource or assignment) by selecting one of the navigate buttons 840 that corresponds to the particular alert.

Please amend paragraph 120 of the specification as follows:

[0120] A service scheduling user interface 1080 is provided by the customer relationship management (CRM) system 1075 ~~1010~~. The user interface 1080 may include, for example, a planning user interface 700 and a monitoring user interface 800 that includes a work list 810. A service order is created by a user through the use of the service scheduling user interface 1080 and stored in a service order data store 1085 in the scheduling engine and repository 1010. The service order may be created, for example, using the service order entry and scheduling process

200 of FIG. 2. A user is able to monitor the execution of the service order using the service scheduling user interface 1080 of the CRM system 1075. This may be accomplished, for example, as described in FIGS. 4 and 8.